

## **Appendix 5 – Services provided by Biffa under existing contract.**

The contracted services provided by Biffa comprise of the following:

- A weekly collection of food waste using a green 23-litre caddy
- A fortnightly DMR collection using a green 240-litre wheeled bin. Clear plastic sacks are offered for properties where wheeled bins are unsuitable.
- A fortnightly collection of non-recyclable waste (refuse) using a black 180-litre wheeled bin. Pink plastic sacks are offered for properties where wheeled bins are unsuitable.
- A fortnightly collection of textiles in tied carrier bags put out alongside the green recycling bin.
- A fortnightly collection of small electrical items in tied carrier bags put out alongside the black refuse bin.
- A fortnightly collection of batteries in clear plastic bags put on top of the lid of the green recycling bin.
- Multiple-occupation properties, such as flats, which often use communal wheeled bins up to 1100-litres in size.
- An assisted waste collection system operates for those unable to move their bins to the kerbside and additional capacity can be provided for those with a medical condition and large families or those with young children in nappies.
- Clinical waste collections for those that qualify.
- Street cleansing of the adopted highway, including mechanical sweeping, litter and detritus removal, emptying of litter and dog waste bins, and fly-tip removals.

All the above services are paid for through council tax alongside government grant funding. In addition, the following services are provided to those who wish to use them, for which a charge is made:

- Fortnightly collection of garden waste in a brown 240-litre wheeled bin.
- On demand collection of bulky waste.

As part of the contract, there is also the provision of a customer contact centre managed by Biffa, which receives calls and emails directly from residents and customers regarding the frontline services being provided.